

RingCentral, Inc. and RingCentral Canada, Inc.

Accessibility Plan 2026 to 2029

INTRODUCTION

RingCentral, Inc. and RingCentral Canada, Inc. (collectively, “RingCentral”) are dedicated to providing our employees with an equitable workplace and enhancing the accessibility of our products and services. This Accessibility Plan, which has been prepared in accordance with the requirements of the Accessible Canada Act and its regulations (“ACA”), sets forth RingCentral’s commitments for the period 2026 to 2029.

This plan builds on the commitments made in RingCentral’s 2023–2026 Accessibility Plan and the progress reported in the 2024 and 2025 Progress Reports. Over that period, RingCentral made meaningful strides: establishing an Accessibility Council, creating step-by-step accommodation guides for Canadian employees, rolling out screen-reader and keyboard-navigation enhancements to its flagship products, engaging a third-party accessibility testing partner, training support staff on disability-related customer interactions, and launching a Supplier Diversity Program. This plan identifies the barriers that remain, and commits to new and continuing actions to remove or prevent those barriers.

RingCentral is committed to ensuring equal access and participation for people with disabilities and treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunities for all. As described below, we are committed to meeting the needs of people with disabilities in a timely manner.

GENERAL

This Accessibility Plan and a description of our accessibility feedback process are available in a variety of formats. Please contact RingCentral support or the Accessibility Team if you would like a copy of the plan in an accessible format, including print, large print, braille, audio, or electronic format compatible with adaptive technology.

CONSULTATIONS

Feedback Process

RingCentral welcomes feedback from its employees, users, and the general public. You can provide accessibility feedback (including feedback on this plan) by:

- Emailing our Accessibility Team at accessibility@ringcentral.com
- Calling our Support Team
- Posting an idea on our Community Ideas Page
- Filling out our accessibility feedback form (anonymous submissions accepted)

Our Accessibility Team is responsible for responding to all feedback.

Employee Feedback

RingCentral actively requests feedback from its employees, including persons with disabilities, through surveys, direct engagement with Human Resources, the Total Rewards team, and the Workplace team. Over the 2023–2026 plan period, RingCentral convened an internal Accessibility Council to identify barriers and work with key stakeholders. RingCentral will continue to operate and develop the Accessibility Council as a standing body through the 2026–2029 period.

Partner and Customer Feedback

RingCentral collects feedback on the accessibility of our products and services through conversations with employees with disabilities, customer and user surveys, direct engagement with service-provider partners, and ongoing third-party accessibility audits of our products, services, and platforms. RingCentral will continue these consultation activities through the 2026–2029 period.

EMPLOYMENT

Progress to Date

During the 2023–2026 plan period, RingCentral's Benefits Team:

- Met with employees and RingCentral's third-party leave and accommodation management vendor to improve employee communication and education on filing requests.

- Developed and published on the company intranet guidelines for filing requests for disability leave and accommodation, including contact information for assistance.
- Continued to work collaboratively with individual employees to identify specific limitations and develop tailored solutions.

Identified Barriers

- While accommodation guidance is now available, ongoing awareness efforts are needed to ensure all Canadian employees — including new hires — are aware of and can easily locate this information.
- Managers may need ongoing reinforcement of best practices for supporting employees with disabilities and facilitating the accommodation process.
- There is an opportunity to further embed accessibility and disability inclusion into recruitment and onboarding processes.

Action Steps

- RingCentral will review and refresh its accommodation guides and intranet resources at least once per plan period to ensure continued accuracy and accessibility.
- RingCentral will evaluate opportunities to better incorporate accessibility considerations into recruitment and onboarding materials and processes for Canadian employees.

THE BUILT ENVIRONMENT

RingCentral does not have a physical office in Canada. Accordingly, there are no action steps under this category at this time. RingCentral will continue to monitor this area in the event that its physical presence in Canada changes during the plan period.

COMMUNICATIONS RELATED TO EMPLOYMENT AND THE BUILT ENVIRONMENT

Progress to Date

RingCentral developed and published guidelines to filing disability accommodation requests, making information more accessible and transparent for Canadian employees.

Identified Barriers

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- Internal communications tools — including email, documents, the company intranet, and RingCentral applications — can be challenging to navigate due to volume and complexity of information.
 - Employees may not be consistently aware of how to request assistance if they encounter communication challenges.

Action Steps

- RingCentral will continue to evaluate its internal guidelines and communications related to accommodation and leaves to ensure the process remains accessible, understandable, and effective.
- RingCentral will explore additional measures to improve findability of accommodation information on the intranet, including improved navigation and search.
- RingCentral will review internal communications for accessibility (e.g., use of plain language, accessibility of attached documents) and develop guidance for employees creating internal content.

TRANSPORTATION

RingCentral does not offer transportation services.

INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT)

Progress to Date

During the 2023–2026 plan period, RingCentral made significant progress on product accessibility:

- Rolled out feature enhancements to improve compatibility with screen readers for flagship products.
- Improved color contrast and keyboard navigation across products.
- Added the ability to disable keyboard shortcuts to reduce conflicts with assistive technologies.
- Implemented well-defined programmatic role, index, and label attributes for screen readers and other assistive technologies.
- Continuously audited new features of the administrative portal and online ordering platform to identify and triage accessibility barriers.
- Partnered with a third-party accessibility testing vendor to identify barriers and provide online courses and consultation to web design and communications teams.

Identified Barriers

Ongoing consultation with the Accessibility Council, employees, customers, and the third-party testing vendor has identified the following remaining and emerging barriers:

- Form fields may not be properly labelled across products, meaning they cannot be ready by individuals with certain cognitive disabilities
- Some features may not be operable with the keyboard
- Some elements may not work with screen readers
- Some elements may not have sufficient contrast
- Some elements may not indicate keyboard focus clearly

Action Steps

- RingCentral will continue to consider accessibility through the product lifecycle
- RingCentral will continue its third-party accessibility testing partnership, including regular audits and triaging of identified issues.
- RingCentral will continue to collect feedback from employees, partners, and users and modify products and services as necessary.

DESIGN AND DELIVERY OF PRODUCTS AND SERVICES INCLUDING CUSTOMER COMMUNICATIONS

Progress to Date

During the 2023–2026 plan period, RingCentral:

- Partnered with a third party to provide accessibility testing on RingCentral web assets, identifying barriers and helping triage issues.
- Provided its web design and communications teams with online courses and consultation sessions on accessibility-related issues through the third-party partner.
- Trained its customer support team on how to communicate with customers who have accessibility issues and accessibility-related concerns.

Identified Barriers

- Support team members require ongoing training as products and accessibility best practices evolve.

- Support and marketing documentation is not consistently provided in accessible formats across all channels.

Action Steps

- RingCentral will continue to provide and update training for support teams on responding to customers with disabilities and on RingCentral's accessibility features.
- RingCentral will work toward making online support documentation consistently available in accessible formats.
- RingCentral will continue to monitor customer surveys and feedback to identify areas for improvement in customer communications.
- RingCentral will explore additional ways to increase customer awareness of its accessibility products, features, and services.
- RingCentral will continue its third-party accessibility testing partnership for web assets and extend its scope as appropriate.

PROCUREMENT OF GOODS, SERVICES, AND FACILITIES

Progress to Date

During the 2023–2026 plan period, RingCentral took initial steps toward supplier diversity. RingCentral initiated a Supplier Diversity Program, though this effort was discontinued after a short period. RingCentral has since incorporated a supplier diversity inquiry into its vendor onboarding process: new vendors are asked whether they qualify as a diverse supplier and are invited to provide a diversity certification. Certifications that are provided are stored on the supplier record in RingCentral's procurement system.

Identified Barriers

- Accessibility criteria are not yet consistently incorporated into vendor evaluation and selection processes.

Action Steps

- RingCentral will evaluate how to incorporate accessibility requirements into procurement policies and vendor agreements and will communicate accessibility expectations to vendors.

APPENDIX A – THE PRINCIPLES OF THE ACA

In preparing this plan, RingCentral took into account the following Principles, which are set out in Section 6 of the ACA:

1. all persons must be treated with dignity regardless of their disabilities;
2. all persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities;
3. all persons must have barrier-free access to full and equal participation in society, regardless of their disabilities;
4. all persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities;
5. laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons;
6. persons with disabilities must be involved in the development and design of laws, policies, programs, services and structures; and
7. the development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for persons with disabilities.

APPENDIX B – TELECOMMUNICATIONS ACT REQUIREMENTS

As required by section 51(1) of the ACA, this Appendix lists the conditions imposed and regulations made under the Telecommunications Act to which RingCentral is subject that relate to the identification and removal of barriers and the prevention of new barriers.

- **TTY and IP Relay Service:** VoIP providers must provide Teletypewriter Relay (TTY Relay) Service and Internet Protocol Relay Service (IP Relay) Service 24 hours a day, 7 days a week. Telecom Regulatory Policy CRTC 2017-11.
- **Accessibility Homepage Link:** VoIP providers must have an easy-to-find home page link to the accessibility section of the website and must promote, in an accessible manner, information on all disability-specific services and products. Telecom Regulatory Policy CRTC 2017-11.
- **Accessible Website Information:** VoIP providers must make information on telecommunications services and products and any customer service functions on their websites available in an accessible manner. Telecom Regulatory Policy CRTC 2017-11.
- **Accessible Call Centres:** VoIP providers must make their general call centres accessible by (a) training customer service representatives in handling enquiries from persons with disabilities and familiarizing them with the service provider's products and services for persons with disabilities, and (b) making Interactive Voice

Response systems accessible, which could include transferring the call to a call centre. Telecom Regulatory Policy CRTC 2017-11.

- **9-1-1/E9-1-1 Limitations:** VoIP providers must provide information on limitations on VoIP 9-1-1/E9-1-1 service in accessible formats and explain such information to those with disabilities upon request. Telecom Regulatory Policy CRTC 2017-11.
- **Accessible Billing:** VoIP providers must make available to subscribers who are blind billing statements, billing inserts, dialing plan changes, and information setting out rates, terms, and conditions of service in accessible formats. Telecom Regulatory Policy CRTC 2017-11.
- **Paper Bills:** VoIP providers must provide paper bills upon request and at no charge to customers with disabilities. Telecom and Broadcasting Decision CRTC 2022-28.
- **988 and 10-Digit Dialing:** VoIP providers must provide communications regarding 988 and the transition to 10-digit dialing in ASL and LSQ. Telecom Regulatory Policy CRTC 2022-234.
- **Accessible Formats for ACA Documents:** Accessibility plans, progress reports, and descriptions of feedback processes published under the ACA must be made available, upon request, in print, large print, braille, audio format, electronic format compatible with adaptive technology, or any other format agreed upon with the person and for which there is proof of agreement. CRTC Accessibility Reporting Regulations, SOR/2021-160.
- **WCAG Compliance:** Accessibility plans, progress reports, and descriptions of feedback processes published under the ACA must be published in a way that meets WCAG guidelines. CRTC Accessibility Reporting Regulations, SOR/2021-160.